

September 27, 2013

To: Executive Board

Subject: **August 2013 Performance Indicators Report**

Recommendation

Receive and file the August 2013 Performance Indicators Report.

Summary

The performance indicators report provides an analysis of Foothill Transit's nine key indicators on a month-to-month basis. Data is collected from a variety of sources such as the fareboxes on buses, contractor reported data, and financial performance data.

Below is a snapshot of system performance. *Further detail on the items discussed below can be found in the analysis section of this item.*

- **Boardings** – Overall boardings recorded for August 2013 was 1,195,666. This is two percent higher than August 2012 ridership.
- **Fare Revenue** – Total fare revenue for August 2013 was \$1,477,520 resulting in an average fare of \$1.24 per boarding. This is a 5.62 percent decrease then compared to August 2012 revenue levels.
- **Operating Expenses** – Total operating expenses for August 2013 were \$5,572,200 resulting in an average cost per service hour of \$94.10, which is below the performance target of \$98.59.
- **Accidents** – There were five preventable accidents in August 2013, producing an average of 0.42 preventable accidents per 100,000 miles for the month.
- **Customer Complaints** – Foothill Transit recorded 19.65 complaints per 100,000 boardings for August. This is an increase of 31.56 percent over the August 2012 figures.
- **Schedule Adherence** – This month Foothill Transit's SMARTBus system reports 73.0 percent of all trips as on-time. This is a decline of 1.88 percent when compared to the August 2012 figure.

Analysis

Attachments A - L show the performance indicators used to determine Foothill Transit's progress toward achieving our overall goals and objectives for this fiscal year. In order to accomplish its mission, Foothill Transit focuses on these goals:

- 1) Operate a safe transit system;
- 2) Provide outstanding customer service;
- 3) Operate an effective transit system;
- 4) Operate an efficient transit system.

Overall System Performance

Foothill Transit's overall system performance is based on several key indicators. These include total monthly ridership, vehicle service hours, fare revenues, and the total operating expenses incurred throughout the month.

Attachment A includes a summary of system goals and their respective performance indicators.

Total Boardings and Total Revenues

Total boardings in August 2013 were 1,195,666. This reflects a two percent increase compared to August 2012. The increase in ridership can be attributed to the 20 percent ridership increase on the Silver Streak, reflecting the success of the Silver2Silver program.

Revenues in August 2013 were \$1,477,520 million, representing a 5.62 percent decrease compared to August 2012. Year to date, total fare revenues are down almost three percent. The decline in fare revenue is primarily a result of the Silver2Silver promotion, which allows Metro passholders to board the Silver Streak. August also saw the launch of Foothill Transit's Class Pass promotion at Mt. San Antonio College and University of La Verne. These 15-month pilot programs involve the distribution of free bus passes to students enrolled at the colleges. Students who would have purchased a student bus pass for the fall semester received their passes for free.

Total expenditures for the month were \$5,572,000 million, which is four percent increase compared to August 2012. Overall year-to-date expenses show an increase of two percent over the previous fiscal year. The increase for month of August is attributed to the rise in natural gas prices and the CPI increase in the cost of contracted operations and maintenance.

Attachment B displays Total Boardings and Revenue for the past 13 months.

Following is a summary of how Foothill Transit's performance indicators relate to achieving its four primary goals:

Goal #1 – Operate a Safe Transit System – Foothill Transit's primary goal is to operate a safe transit system. The number of preventable accidents incurred for every 100,000 miles of vehicle operation measures system safety.

Preventable Accidents per 100,000 Miles

Foothill Transit has adopted a standard of 0.60 preventable accidents per 100,000 miles for this fiscal year. In August 2013 there were five preventable accidents, producing an average of 0.42 preventable accidents per 100,000 miles for the month. This is more than a 50 percent reduction in preventable accidents from the August 2012 figure. Year-to-date preventable accidents are averaging 0.55 preventable accidents per 100,000 miles.

Attachment C provides a summary of Preventable Accidents per 100,000 Miles.

Goal #2 – Provide Outstanding Customer Service - Foothill Transit measures achievement of this goal by monitoring the following categories: Complaints per 100,000 Boardings; Average Miles between Service Interruptions; Average Hold Time; and Schedule Adherence.

Complaints per 100,000 Boardings

In August a total of 19.65 complaints per 100,000 boardings were recorded. This is 31.56 percent higher than in August 2012. Of the 235 complaints received during the month, 131 were related to schedule adherence. There were also 65 complaints related to operator courtesy, 28 due to mechanical issues, six related to safety, and five related to fares. The agency also received 31 compliments for the month.

Attachment D provides a summary of average Complaints per 100,000 Boardings.

Schedule Adherence

Foothill Transit has adopted a goal of 90 percent Schedule Adherence for this fiscal year. In August 2013 system-wide on-time performance was 73.0 percent. The commuter express service had an overall on-time performance of 77 percent. Overall schedule adherence is down 1.88 percent compared to August 2012 and down 2.32 percent year to date. Road construction along major roads such as Azusa and Amar Boulevards have caused delays in service which are affecting Foothill Transit's on-time performance and an increase in traffic caused by the start of the school year also play a part in the system's on-time performance.

Average Hold Time

Data available from the phone systems at our five Transit Stores and our administrative office allows the monitoring of individual stores, specific lines, and the times at which there are higher call volumes, so that the stores can be staffed accordingly. The recorded average hold time of 58 seconds during August 2013 is above the performance target of 45 seconds. During the month of August the Transit Stores were short staffed by three employees. The contractor is currently recruiting to fill these vacant positions. The average handling time of calls for the month of August was one minute 52 seconds compared to the recent average of ninety seconds to handle a call.

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Attachment F provides a summary of Average Hold Time.

Average Miles between Service Interruptions

In August, Foothill Transit averaged 15,941 miles between service interruptions. This surpasses the fiscal year target of 15,000 miles. Year-to-date average miles between service interruptions are currently 13,797, which is 56.88 percent lower than the previous fiscal year.

Attachment G, Average Miles between Service Interruptions, compares the average miles between service interruptions with our performance standard.

Goal #3 – Operate an Effective Transit System- Foothill Transit measures its overall effectiveness as a transit system by monitoring Boardings per Vehicle Service Hour and Average Weekday Boardings.

Boardings per Vehicle Service Hour

The agency averaged 20.2 boardings per vehicle service hour in August 2013. This represents an increase of almost six percent from the August 2012 figure. The 59,215 service hours operated during the month are almost four percent below the same period in the previous fiscal year. August 2012 had 23 weekdays, while August 2013 had 22 weekdays, the additional weekday in August 2012 accounts for the additional service hours operated during that year.

Attachment H shows the trend of this performance indicator.

Average Weekday Boardings

In August 2013, the agency averaged 45,518 boardings per weekday. This figure reflects an increase of almost four percent from August 2012 average weekday boardings. Year-to-date average weekday boardings are currently 3.31 percent above the previous fiscal year.

Attachment I, Average Weekday Boardings, shows the trend of this indicator.

Goal #4 – Operate an Efficient Transit System- Foothill Transit measures its overall efficient use of available resources by monitoring farebox recovery ratio and average cost per vehicle service hour.

Average Cost per Vehicle Service Hour

The organization's average cost per vehicle service hour in August 2013 was \$94.10. This is a decrease of 7.86 percent from the August 2012 figure. While the year-to-date cost per hour figure of \$89.60 is on par with the previous fiscal year, it is still below the performance target of \$98.59.

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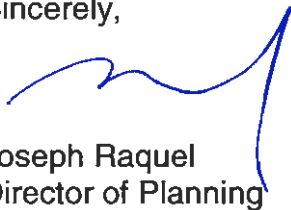
Attachment J, Average Cost per Vehicle Service Hour, shows the trend of this indicator.

Farebox Recovery Ratio


The August 2013 farebox recovery ratio was 26.52 percent. This is a 9.34 percent decrease compared to the August 2012 figure and is higher than the performance target of 25.83 percent. For the fiscal year, farebox recovery ratio is currently tracking at 27.24 percent and represents a 1.01 percent decrease over the previous fiscal year. The farebox recovery ratio is calculated by dividing total revenue by total operating expense.

Attachment K, Farebox Recovery Ratio, shows the trend for this indicator.

Sincerely,



Joseph Raquel
Director of Planning



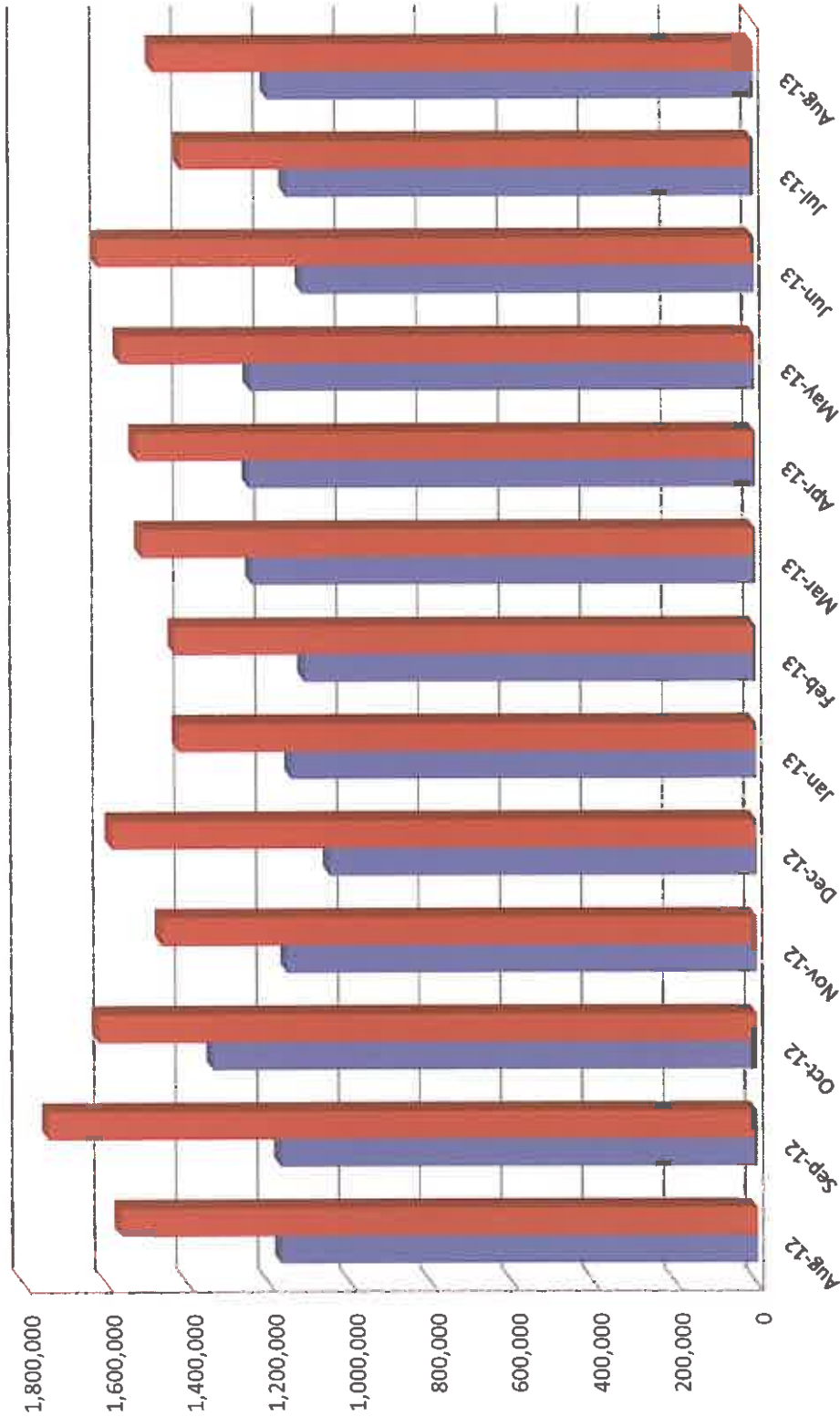
Doran J. Barnes
Executive Director

Attachment A: Key Indicators Report
August-13

Goal	Performance Indicator	Attachment	Current Month	MTD Meets/Exceeds	Same Month Prior Year	% Improvement	Performance Target	FY 14 Year to Date	MTD Meets/Exceeds	FY 13 Year to Date	% Improvement
Overall System Performance	Total Boardings	B	1,195,666	N/A	1,171,679	2.05%	N/A	2,345,830	N/A	2,280,587	2.86%
	Vehicle Service Hours		59,215	N/A	61,351	-3.48%	N/A	118,431	N/A	120,327	-1.58%
	Total Fare Revenue	B	\$ 1,477,520	N/A	1,565,433	-5.62%	N/A	\$2,889,975	N/A	2,978,555	-2.97%
	Total Operating Expense		\$5,572,000	N/A	5,352,278	-4.11%	N/A	\$10,611,105	N/A	10,834,141	2.06%
Safe Transit System	Preventable Accidents per 100,000 Miles	C	0.42	X	0.90	52.90%	0.60	0.55	X	0.78	29.25%
	Complaints per 100,000 Boardings	D	19.65		14.94	-31.56%	10.25	18.03		18.33	1.65%
	Schedule Adherence	E	73.0%		74.4%	-1.88%	90%	75.1%		76.9%	-2.32%
	Average Hold Time	F	0:59		0:44	-34.09%	0:45	0:44	X	0:42	-4.76%
	Average Miles Between Service Interruptions	G	15,941	X	25,698	-37.97%	15,000	13,797		31,997	-56.88%
	Boardings per Vehicle Service Hour	H	20.2	X	19.1	5.76%	19.1	19.8	X	19.0	4.49%
Operate an Effective Transit System	Average Weekday Boardings	I	45,518		43,782	3.96%	49,250	45,518		44,061	3.31%
Operate an Efficient Transit System	Average Cost per Vehicle Service Hour	J	\$94.10	X	\$ 87.24	-7.86%	\$98.59	\$89.60	X	\$ 90.10	0.55%
	Farebox Recovery Ratio	K	26.52%	X	29.25%	-9.34%	25.83%	27.24%	X	27.51%	-1.01%

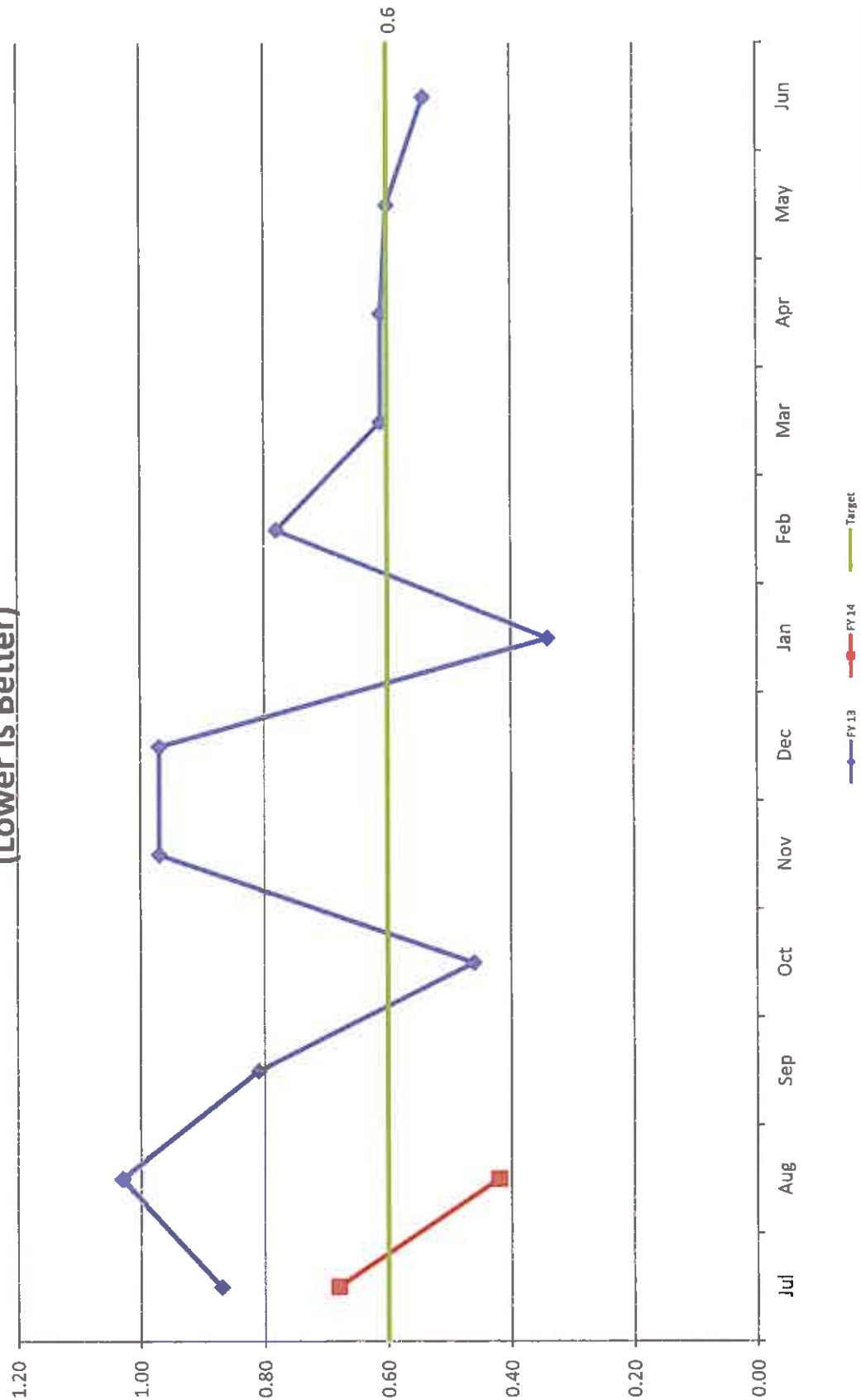
Attachment B

Attachment B: Total Boardings vs. Total Revenues

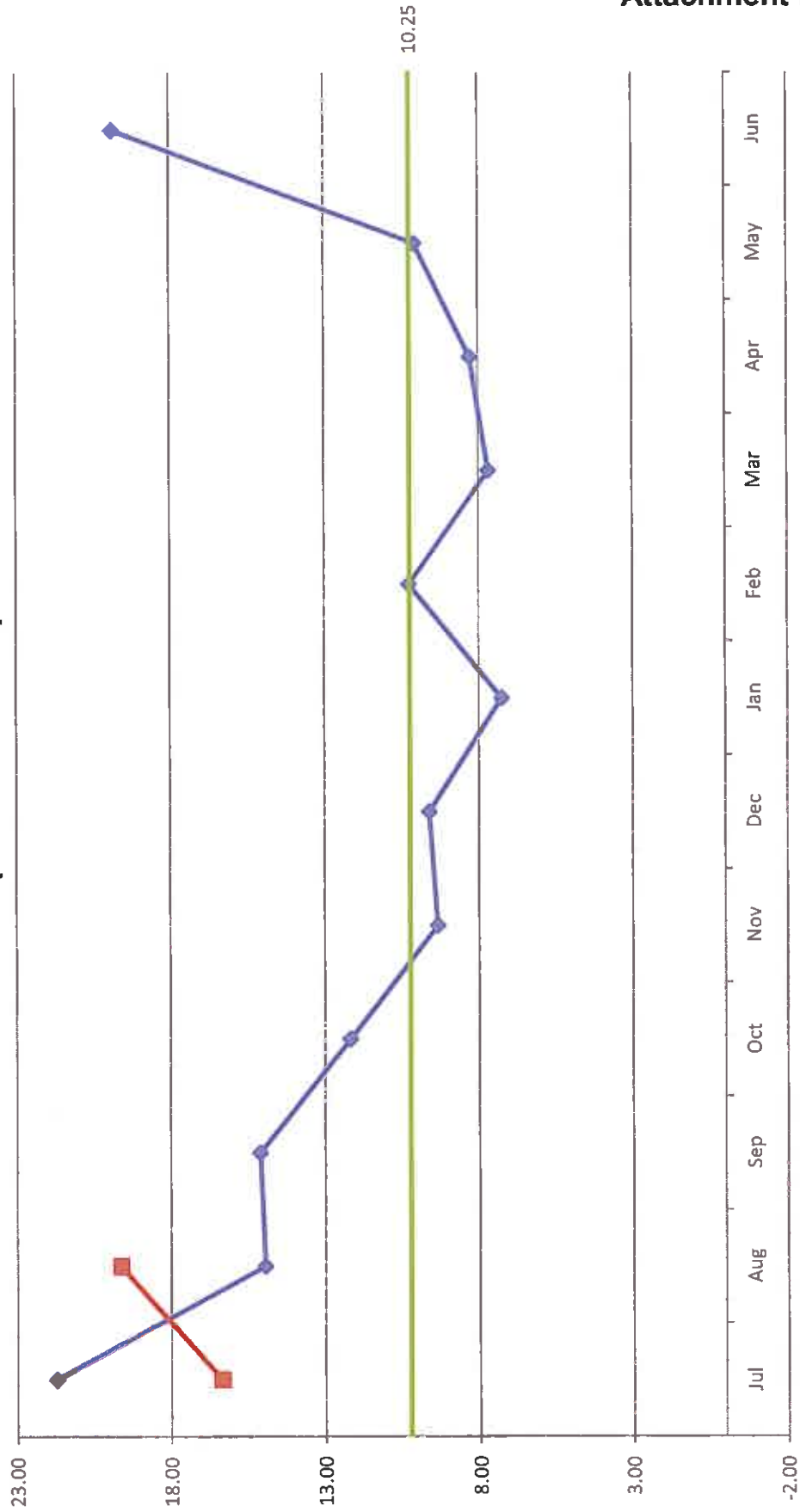


	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Boardings	1,172,177	1,337,289	1,155,055	1,049,741	1,143,008	1,109,493	1,237,114	1,243,853	1,239,532	1,111,743	1,150,164	1,195,666	1,171,679
Revenues	\$1,741,912	\$1,618,402	\$1,462,929	\$1,585,514	\$1,419,392	\$1,429,113	\$1,509,495	\$1,522,409	\$1,559,965	\$1,614,773	\$1,410,587	\$1,477,520	\$1,565,433

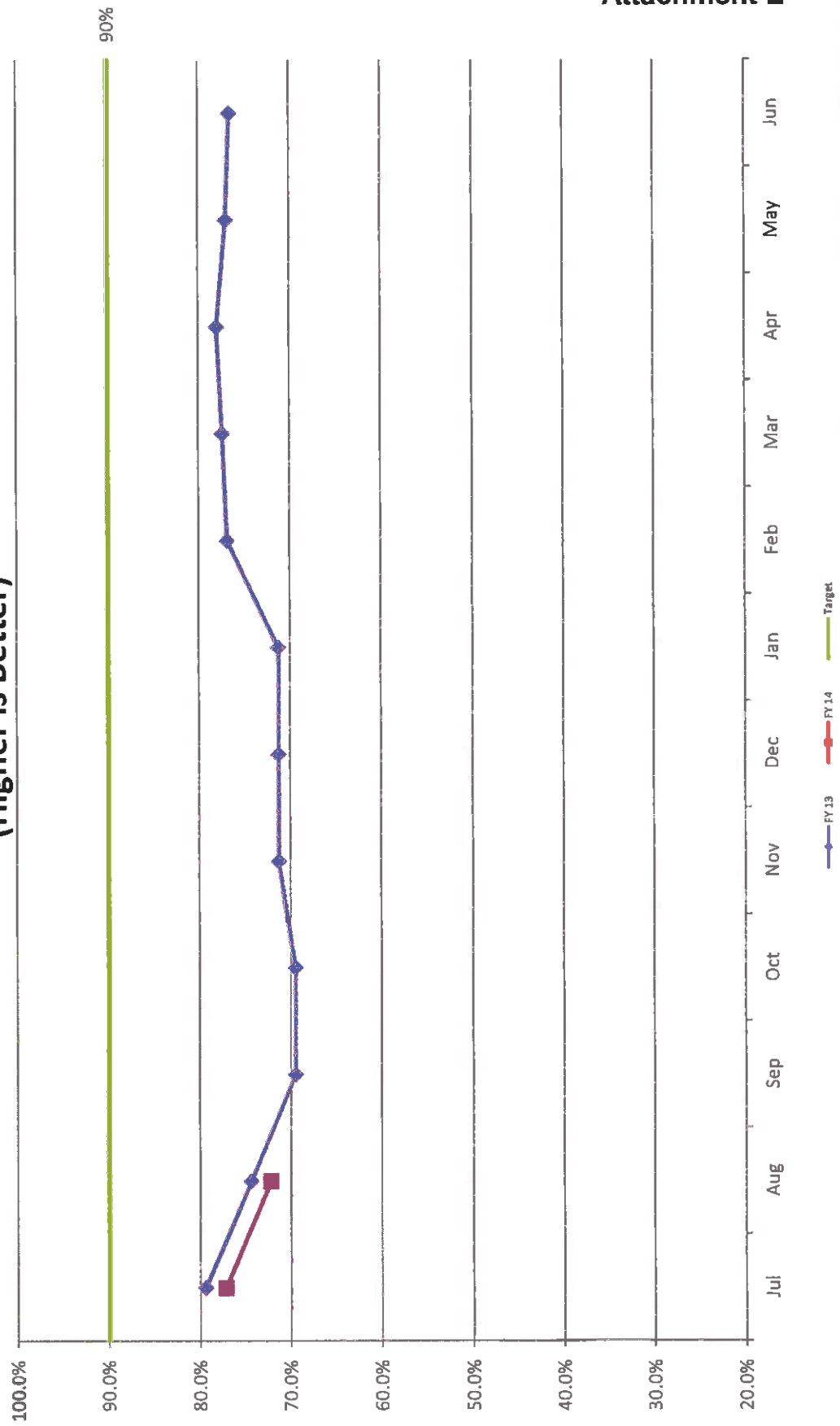
Attachment C: Preventable Accidents per 100,000 Miles
(Lower is Better)



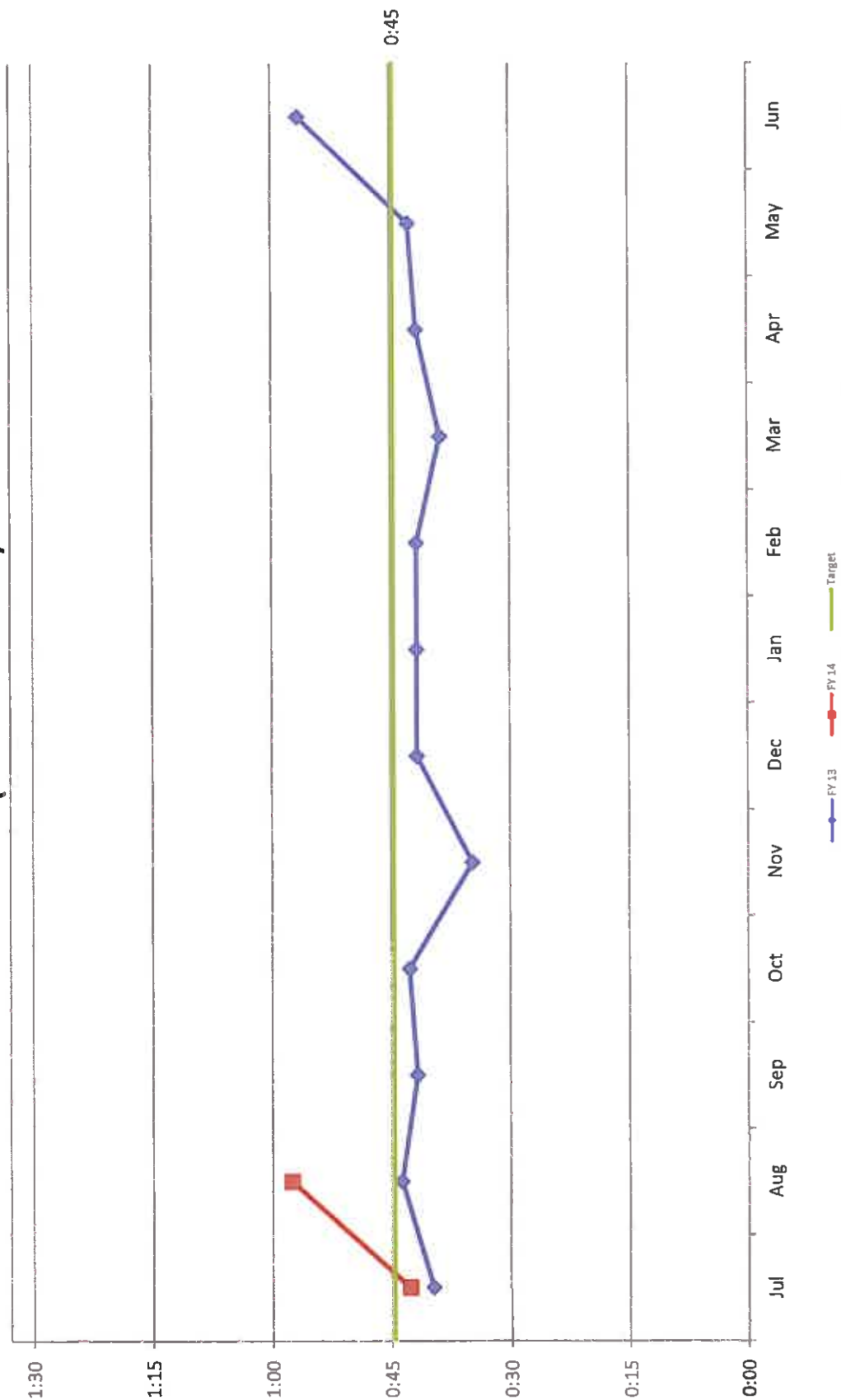
Attachment D: Complaints per 100,000 Boardings (Lower is Better)



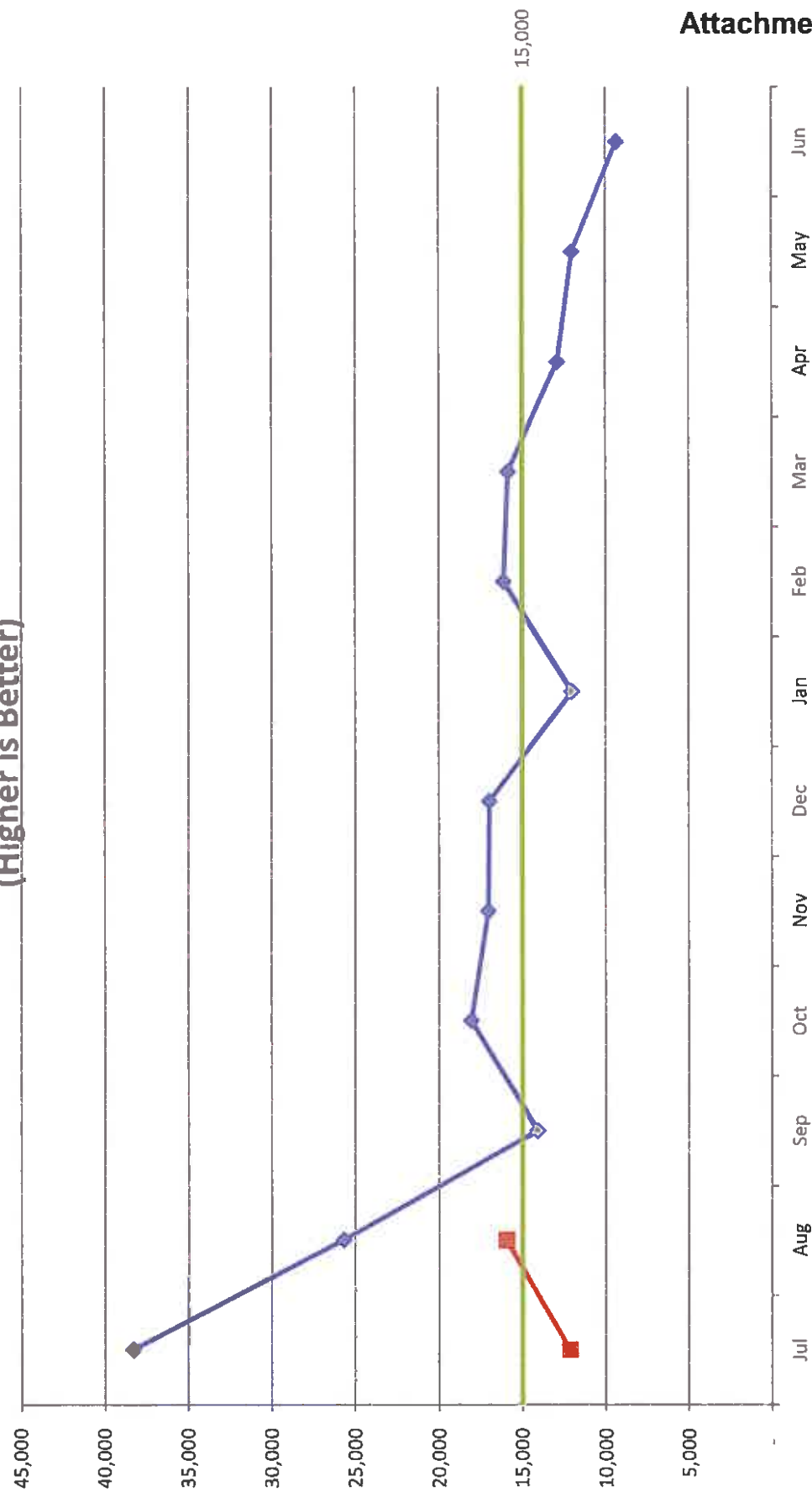
Attachment E: Schedule Adherence (Higher is Better)



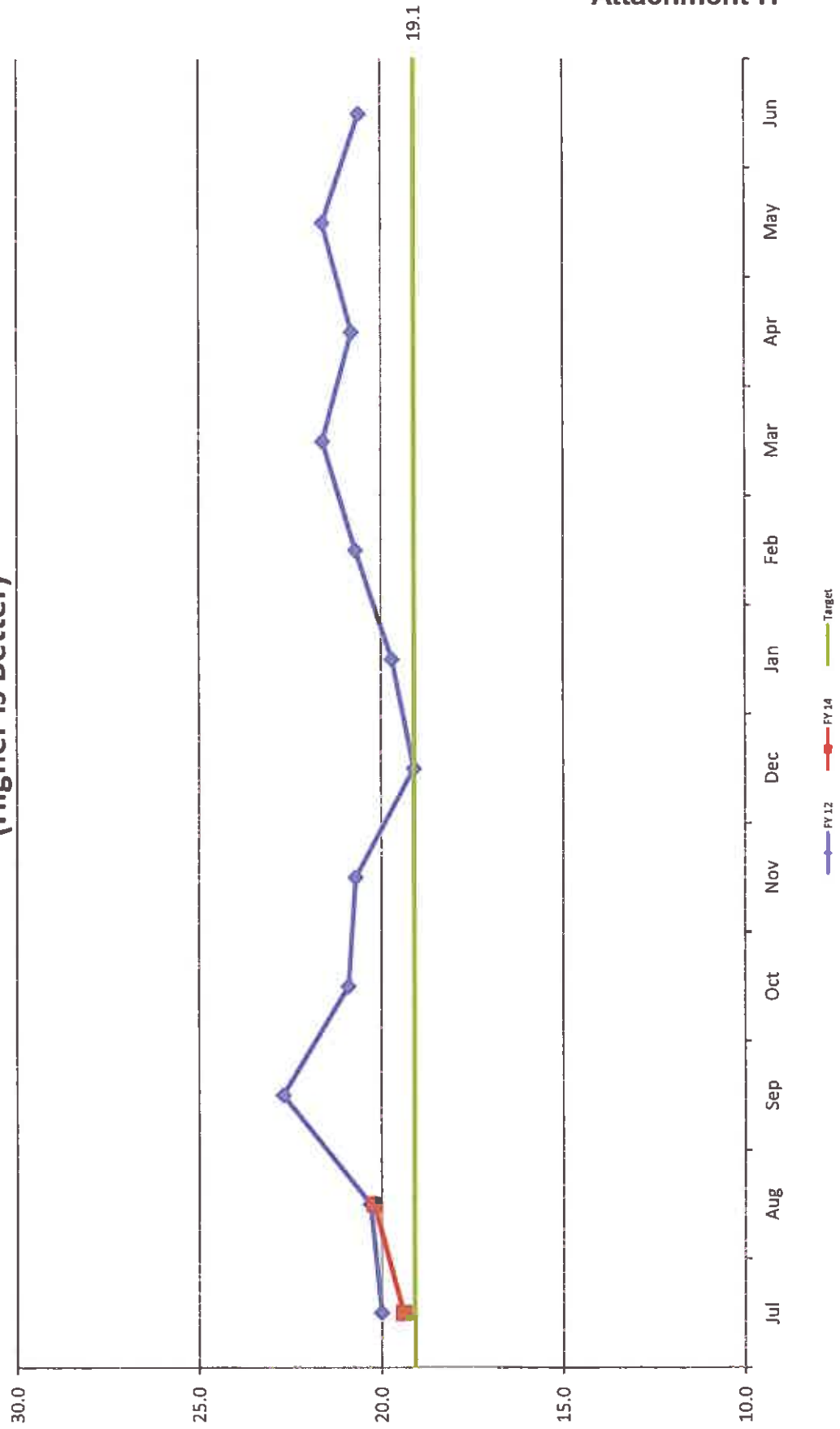
Attachment F: Average Hold Time (Lower is Better)



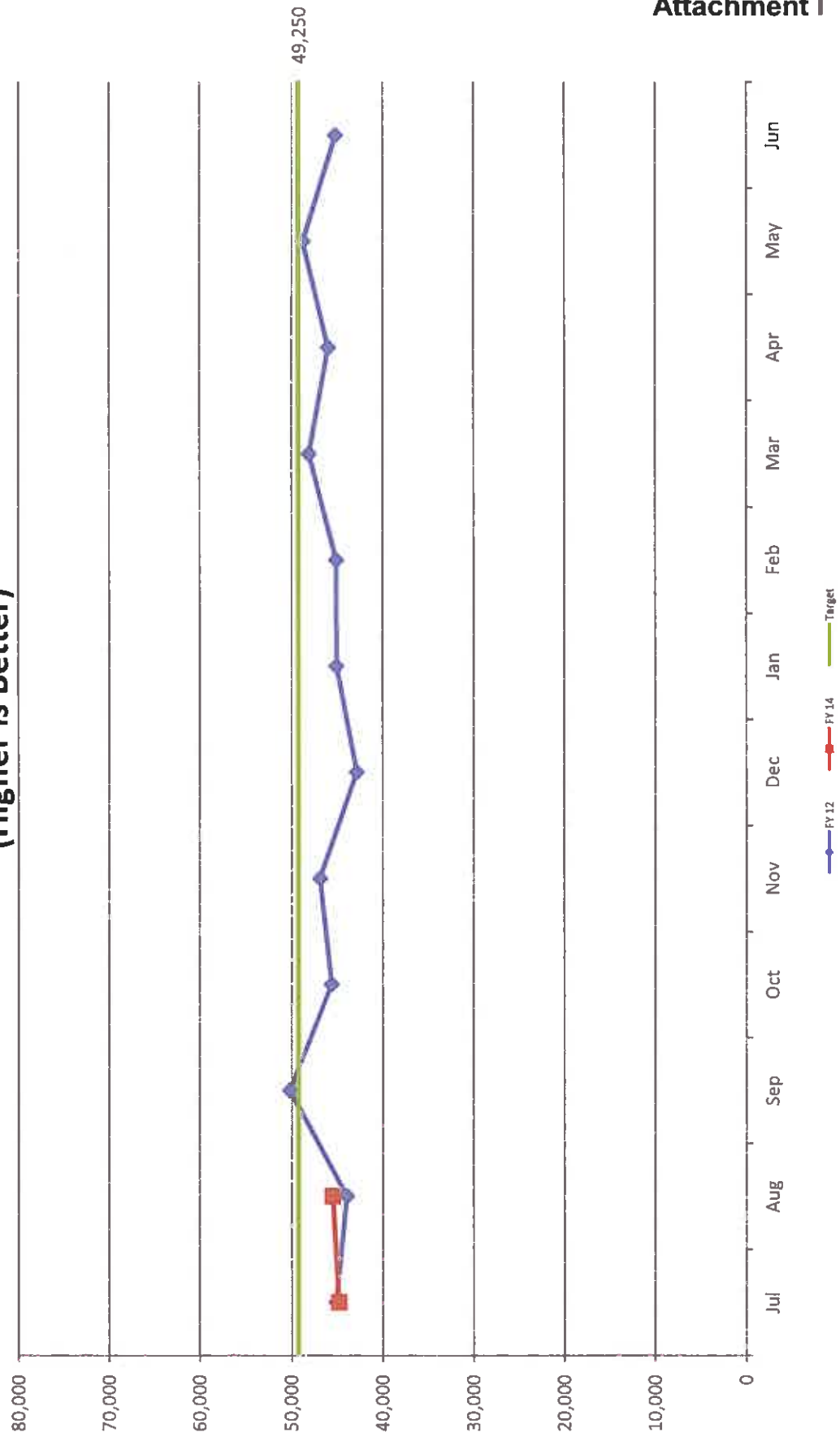
Attachment G: Average Miles Between Service Interruptions
(Higher is Better)



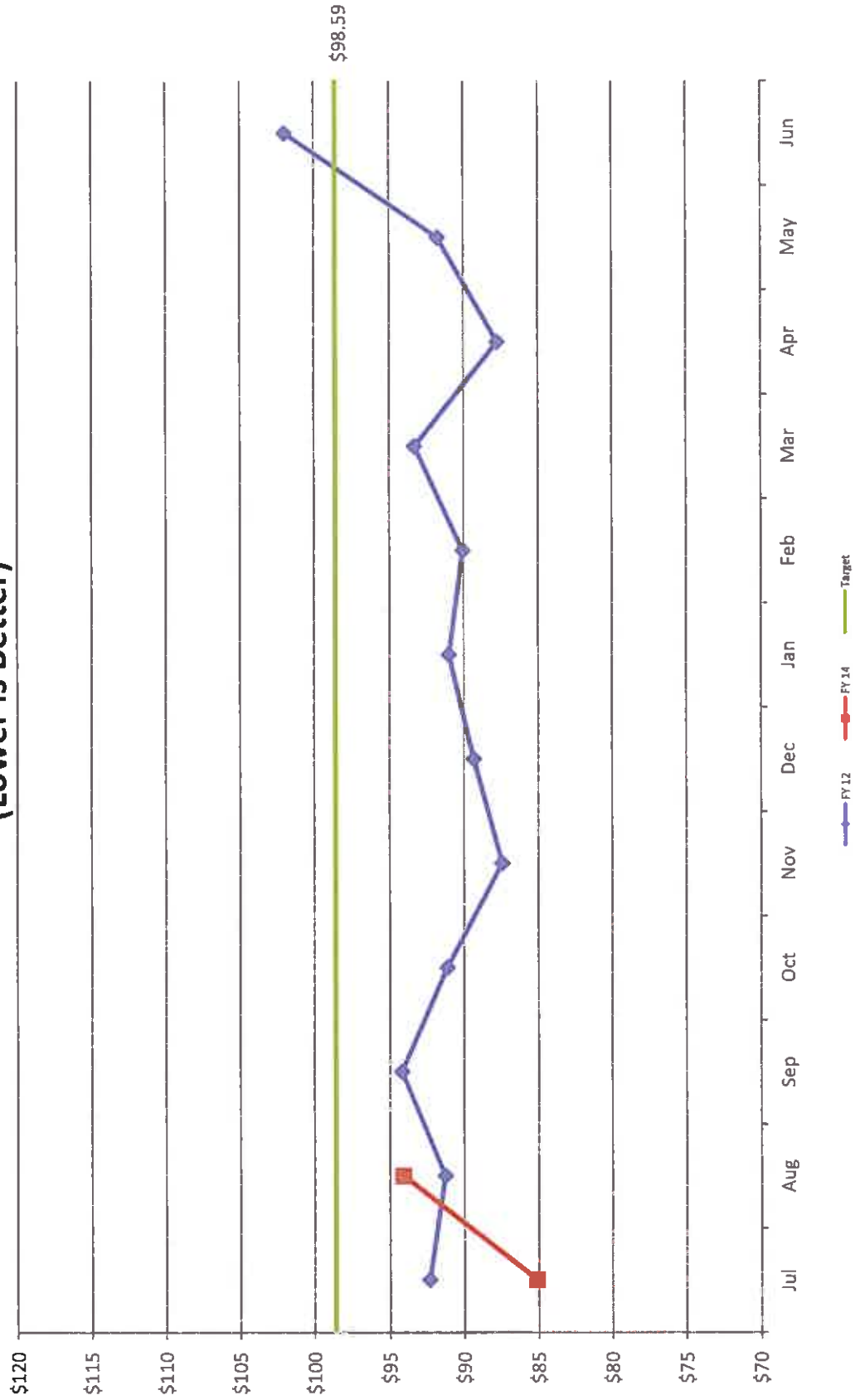
Attachment H: Boardings per Vehicle Service Hour (Higher is Better)



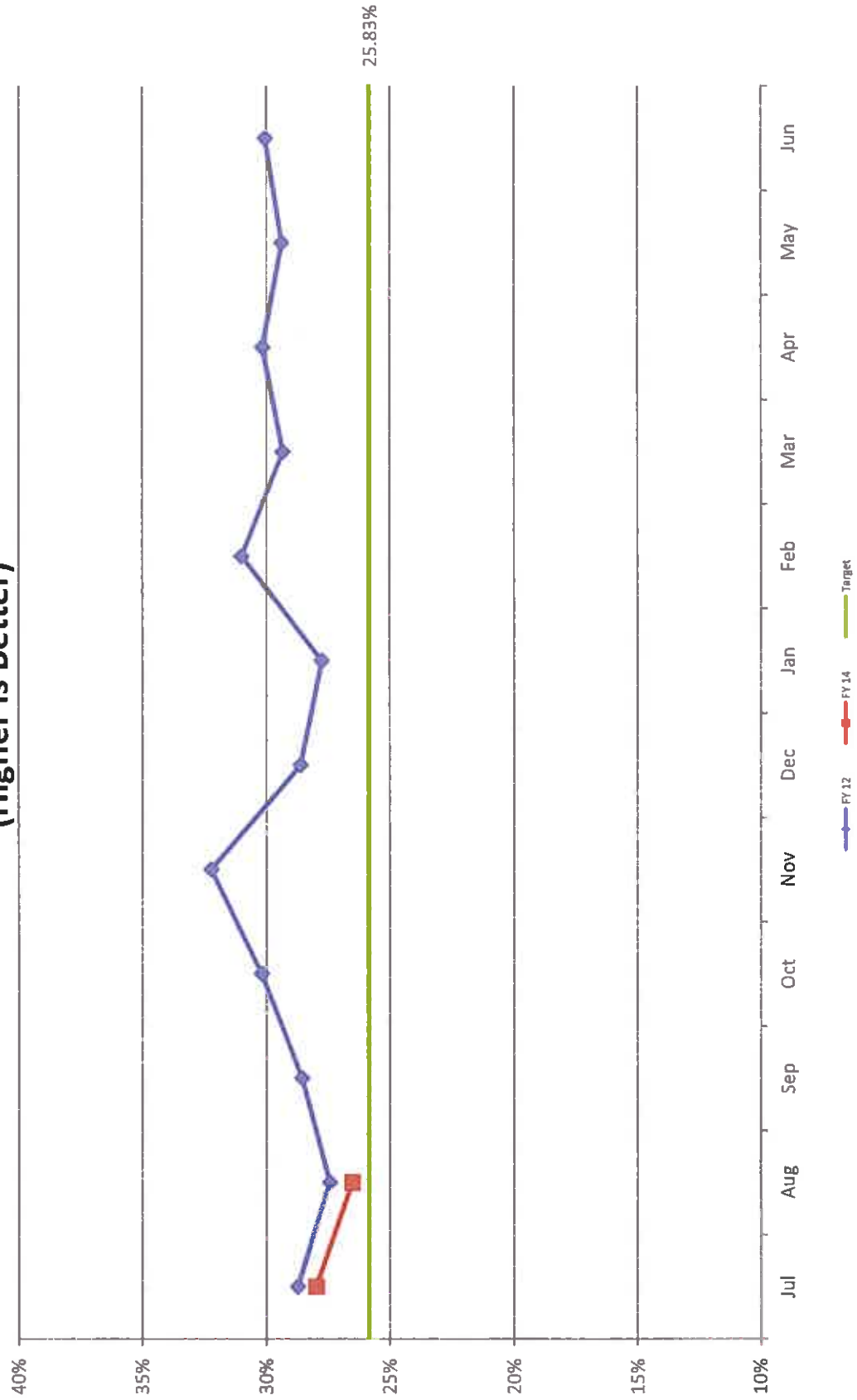
Attachment I: Average Weekday Boardings (Higher is Better)



**Attachment J: Average Cost per Vehicle Service Hour
(Lower is Better)**



Attachment K: Farebox Recovery Ratio (Higher is Better)



Attachment L: Operations Report - Total System
August-13

Goal	Current Month	Same Month prior Year	% Improvement	Performance Target	FY 14 Year to Date	YTD Meets/Exceeds	FY 13 Year to Date	% Improvement
Average Fare per Boarding	\$1.24	\$1.34	-7.51%	\$1.33	\$1.23		\$1.31	-5.67%
Average Cost per Boarding	\$4.66	\$4.57	-2.02%	\$5.16	\$4.52	X	\$4.75	4.78%
Average Subsidy per Boarding	\$3.42	\$3.23	-5.95%	\$3.83	\$3.29	X	\$3.44	4.45%
Total Vehicle Miles	1,179,606	1,105,035	6.75%	N/A	2,359,212	N/A	2,177,308	8.35%
Vehicle Service Miles	892,179	857,930	3.99%	N/A	1,784,358	N/A	1,691,391	5.50%
Total Vehicle Hours	78,126	72,864	7.22%	N/A	156,251	N/A	143,041	9.24%
In-Service Speed	15.1	14.0	7.74%	N/A	15.1	N/A	14.1	7.19%
Boardings per Vehicle Service Mile	1.34	1.37	-1.87%	N/A	1.31	N/A	1.35	-2.50%